

City of Santa Barbara**EOC Activation Plan****Table of Contents**

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The Emergency Operations Center (EOC)

Introduction

This Emergency Operations Center (EOC) Activation Plan is for use by members of the City Staff who have EOC responsibilities during an emergency or disaster. Since some of the phone numbers are privileged information, this directory shall be **Confidential** and each page will be so marked. **Please do not photocopy this directory.** If you have a need to have a directory provided to a staff member, please contact the Office of Emergency Services at 564-5711 to have a directory issued to that person.

It is the Departments responsibility to assign a staff person as contact to make any and all staff changes as necessary. The name of that staff person must be submitted to the Office of Emergency Services in the Fire Department attention Yolanda McGlinchey or e-mailed to ymcglinchey@santabarbaraca.gov.

When phone/pager/cellular numbers or personnel change (i.e. retirements, resignation, promotions, etc.) you must notify City OES immediately. If at any time before scheduled revisions there are changes in your staff please send those changes to ymcglinchey@santabarbaraca.gov in the Office of Emergency Services.

This initial version of the EOC Activation Plan has designations following the names of subordinate managers (STB1, STB2, etc.)

The Office of Emergency Services will update this information quarterly. At all times the Office of Emergency Services will maintain a current EOC Activation Plan. **It is imperative that every City staff member with EOC responsibilities keep their EOC Activation Plan up-to-date.**

James Armstrong
City Administrator
Director of Emergency Services

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DISTRIBUTION LIST

NO.	NAME	DEPARTMENT/DIVISION
1.	City Administrator*	Administration / Emergency Services Director
2.	Asst. City Administrator	Administration / Policy Group
3.	Fire Chief	Fire / Policy Group
4.	Police Chief	Police / Policy Group
5.	Public Works Director	Public Works / Policy Group
6.	Administrative Services Director	Administrative Services / Policy Group
7.	Airport Director	Airport / Policy Group
8.	Community Development Director	Community Development / Planning – Policy Group
9.	Finance Director*	Finance / Policy Group
10.	Library Director*	Library / Logistics – Policy Group
11.	Parks & Recreation Director	Parks & Recreation – Policy Group
12.	Waterfront Director	Waterfront / Policy Group
13.	Mayor and Council	Administration
14.	Lead PIO	Administration / PIO
15.	Asst. City Attorney III	City Attorney / Legal
16.	Watch Commanders Office	Police Department
17.	City EOC	Police Department
18.	Emergency Services Manager	Fire / Management

* Denotes EOC Section Leader

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NO.	NAME	DEPARTMENT/DIVISION
19.	Battalion Chief Office	Fire / Operations
21.	Deputy Fire Chief *	Fire/Operations
21.	Deputy Police Chief *	Police / Operations Section
22.	Asst. Public Works Director/ City Engineer*	Public Works / Operations Section
23.	Asst. Comm. Dev. Director *	Community Development / Planning & Intelligence
24.	Emergency Operations Chief	Santa Barbara County OES
25.	County EOC	Santa Barbara County OES
26.	Campus Emergency Planner	UCSB - w/o Alert Call List & Checklists
27.	Risk Manager / Administrative Services	SB City College – w/o Alert Call List & Checklist
28.	Manager of Strategic Planning and Compliance	MTD – w/o Alert Call List & Checklist
29.	Extra copy	City Office of Emergency Services
30.	Extra Copy	City Office of Emergency Services

* Denotes EOC Section Leader

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RECORD OF REVISIONS

Date	Section	Page Numbers	Entered By

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The Emergency Operations Center (EOC)

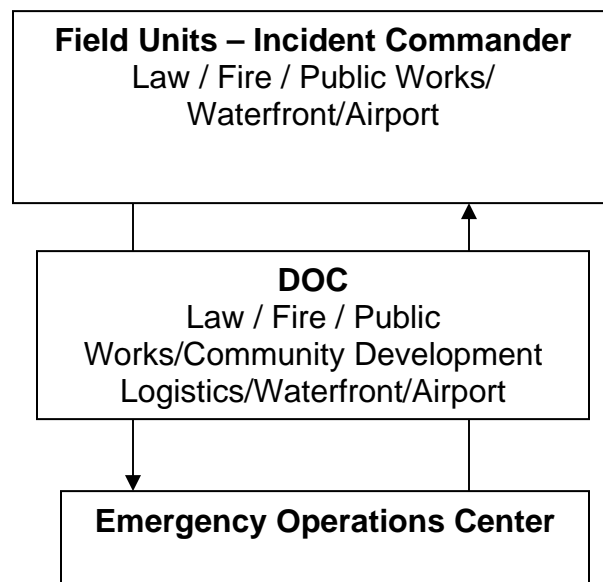
Purpose of the EOC

When a major emergency or disaster strikes, centralized emergency management is necessary. The EOC provides this needed centralized management. When activated, representatives from City departments will report to the EOC to coordinate City decision making, simultaneously coordinate department activities, and liaison with different levels of government as well as with private entities.

The EOC provides a centralized focus of authority and information and allows for face-to-face coordination among personnel who must set priorities for use of resources and evaluate the need to request mutual aid.

Field Element:

The role of the Emergency Operations Center (EOC) is to support both the Field Operations and Department Operations Centers (DOC). The Incident Commander(s) in the field have the responsibility to report their incident status and necessary resource requests, to manage the incident, to the DOCs. The DOCs then communicate all incident status and resource requests to the EOC. All pertinent information is then used by the Policy Group and Planning and Intelligence to create the Action Plan for the next operational period. The flow of information is shown in the chart below:



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The following functions are performed in the City's EOC:

Functions	Responsibility
Receive and disseminate notifications of warnings	Director of Emergency Services / Emergency Services Mgr.
Coordinate emergency operations between: <ol style="list-style-type: none"> 1. Agencies, jurisdictions, city departments, different levels of government 2. Utility companies, school district, non-profit organizations and outside agencies 3. The media 	<ol style="list-style-type: none"> 1. All EOC Sections 2. EOC Liaison 3. PIO Team
Develop policies and determine if a local proclamation is needed	Director of Emergency Services / Policy Group
Disseminate public information, provide legal advice	EOC Management Section
Prioritize emergency response and the allocation of resources	Operations Section
Collect Intelligence and disseminate information to EOC, Department Operating Centers (DOC), and Operational Area EOC. (Operational Area will contact State and Federal agencies on behalf of the City.)	Planning / Intelligence Section
Coordinate the logistics support of resources and personnel and ensure the integrity of communications and information services. Ensure that there are policies regarding bidding in regards to contract work during an emergency. Work with Finance to track all contracts to assure reimbursement.	Logistics Section
Track costs of response personnel, equipment, and damage to city property. Coordinate the financial recovery of the city.	Finance Section

When to Activate the EOC

The EOC is activated when field response agencies and DOCs need support during any significant incident. At the discretion of the Director of Emergency Services or designee the EOC may be partially or fully staffed to meet the demands of the incident.

When the City's EOC is activated the Emergency Services Manager will contact the County Operational Area and Policy Group (City Department Heads) and inform them of where they will be convening.

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Levels of Activation

The City of Santa Barbara has three (3) levels of activation:

- **Level One – Minimum Staffing.** Key personnel needed to conduct operations as designated by the Incident Commander and the Director of Emergency Services or designee. (Usually used during a warning phase or a build up phase.) At the discretion of the Director of Emergency Services the EOC may not be physically set up at this level.

Level Two – Functional Position Staffing. Additional personnel for specific functions needed to conduct operations as designated by the Incident Commander and the Director of Emergency Services or designee. One or more of the DOCs may be activated depending on the nature of the incident. At the discretion of the Director of Emergency Services the EOC will be set up to support the DOC(s).

- **Level Three – Full Staff.** The level of activation would be a complete and full activation, with all organizational elements at full staffing according to the Standardized Emergency Management System.

Note: All DOCs will be activated at Level Three.

Activation / Recall Procedures

In the event of any significant incident the Police Watch Commander or Fire Battalion Chief will contact the Director of Emergency Services and Emergency Services Manager, or designee. The Director of Emergency Services will determine level of activation. For incident specific events any employee, through their department's chain of command, may request that the Director of Emergency Services or designee activate the EOC.

Upon decision to activate, the Director of Emergency Services will contact the Mayor and City Council and the following will occur:

Emergency Services Manager will:

- ☐ Contact the Communications Center Supervisor with the following information:
 - The EOC is being activated at Level ____
 - EOC contact number is: _____

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- ☐ Contact all City Department Heads and report level of activation and where they will be convening as the Policy Group.
- ☐ Contact the County Office of Emergency Services Operational Area Staff Duty Officer and send a Status Report as soon as possible to indicate City EOC activation.

Watch Commander will:

- ☐ Instruct a Records Clerk or Transcriber to contact Section Chiefs for Operations, Planning, Logistics and Finance; including PIO (start at Page **Error! Bookmark not defined.**, Operations Section Chief)
 - ☐ All EOC Section Chiefs will ensure that their personnel are contacted and that their sections are properly staffed.
- ☐ Ensure that personnel are assigned to initiate EOC set-up according to the EOC Set-Up checklist. (See Page 11)

All EOC staff shall keep an up-to-date copy of the EOC Activation plan with them at all times.

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Emergency Operations Center (EOC) Set-Up Checklist

The primary Emergency Operations Center (EOC) is located at the Santa Barbara Police Department, 215 E. Figueroa Street downstairs in the Murphy Room. The alternate EOC is located at Fire Station I, 121 W. Carrillo Street in the Training Classroom. If the alternate EOC needs to be activated go to Appendix A (Page **Error! Bookmark not defined.**) of this document for Alternate EOC set-up by the Fire Battalion Chief or other fire personnel.

The following actions are taken when the EOC is activated.

THE ON-DUTY WATCH COMMANDER WILL:

- ☐ From Watch Commander Office obtain EOC keys:
 - **Key #14.** There are two (2) keys, one key is to unlock the EOC Storage Room and the other to unlock the key box located in the EOC Storage Room;
 - **Prop the EOC Storage Room door open and ensure that the doorknob is unlocked**
- ☐ From the EOC storage lock box obtain:
 - **Key #2.** Unlock the storage closet located under the stairs adjacent to the Communications Center door.
 - Locate the “Stop Sign-In Please” **sign** and a **step ladder**. Bring both items to the EOC.
 - **Key #4.** Opens the SWAT Supervisor Office / PIO room (directly across from the EOC Storage Room)
 - **Prop door open**
 - Return all keys to the EOC Storage room lock box (including key ring #14). **Leave lock box open.**

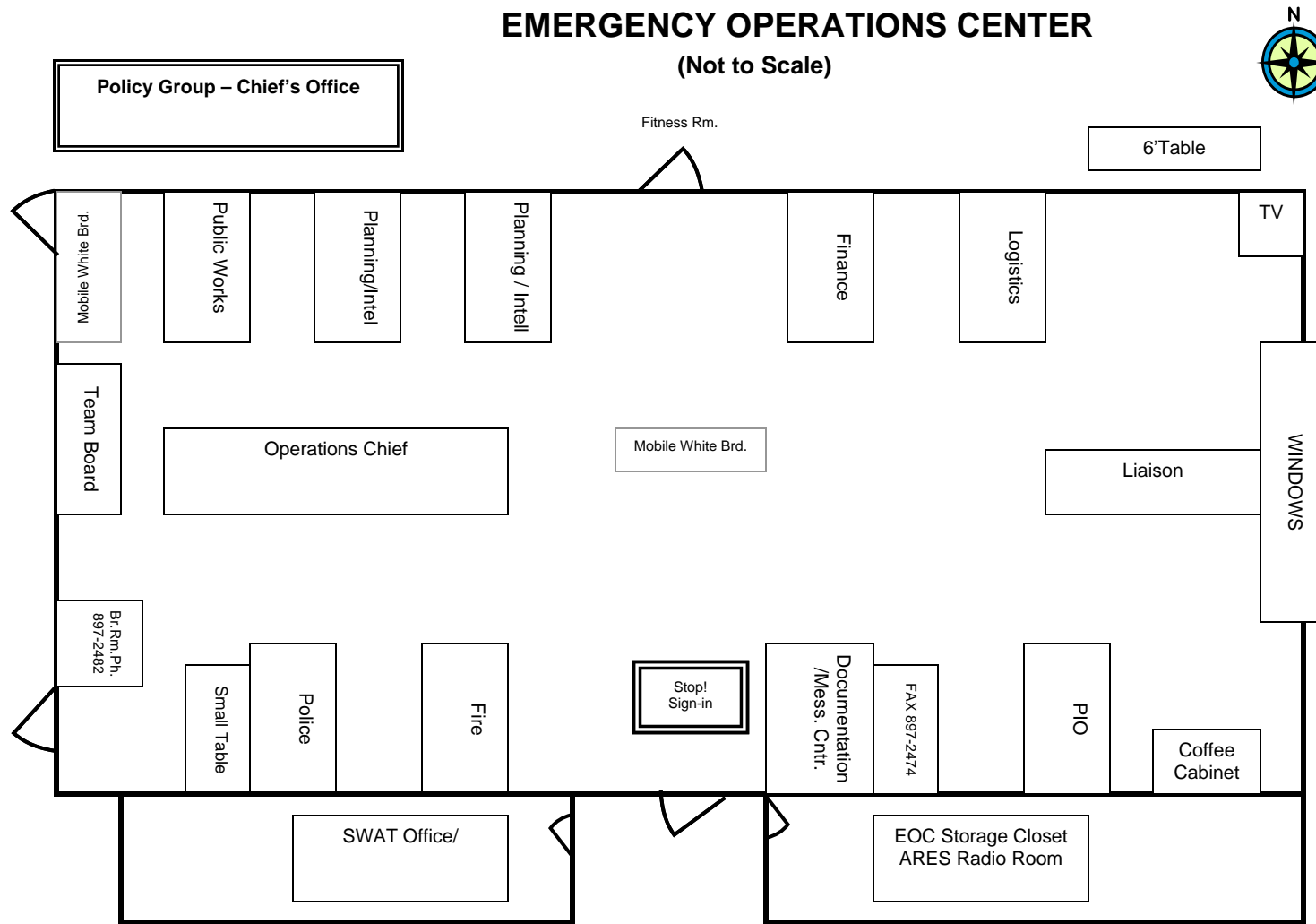
THE WATCH COMMANDER WILL INSTRUCT ON-DUTY PERSONNEL TO REPORT TO THE EOC TO ASSIST WITH SET UP:

- ☐ Remove all items from the room that may interfere with EOC operations.
- ☐ Set up the tables and the “Stop Sign-In Please” sign in the EOC per the “Emergency Operation Center” diagram (See page 13). Copies are attached and also located on the north wall of the EOC and on the wall next to the EOC supply room lock box.
 - **CAD Terminal should be located on the Police table in Operations.**
Note – Computers will be set-up by responding P.D. Information Technology personnel.

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- ☐ Obtain the “EOC Set Up” containers from the EOC Storage Room
 - Hang the magnetic section signs above each of the corresponding tables as shown in the EOC diagram. The magnets should be attached to the metal frames in the ceiling above each table area.
 - On the outside of each of the EOC doors replace the sliding “Murphy Room” door sign with “EOC Personnel Only.”
 - On the outside of the Fitness Room Door and the outside of the door next to the message center replace the “Murphy Room” door sign with an “Emergency Operation Center” sign.
 - Place empty “EOC Set-Up” container in EOC storage room.
- ☐ Return to the EOC Storage Room and roll the stacked storage containers into the EOC.
 - Place each section's container on its corresponding table.
 - Place the PIO container in the SWAT Supervisor's Office / EOC PIO room.
 - Place empty dollies back in the EOC storage room.
- ☐ Remove telephone from each section's storage container and plug the telephone into the corresponding telephone jack. (Message Center will have a telephone and a FAX) **Ensure the telephone number marked on the phone and the number on the receptacle match.**
- ☐ Leave remaining items in storage containers. Arriving EOC personnel will unpack their supplies.
- ☐ Unpack the Documentation / Message Center Container. Locate the logbook, sign-in forms and message forms and pens. **Be prepared to staff the Documentation / Message Center until Planning/Intelligence Section staff arrives.**
 - Answer the telephone, take messages, log events in the logbook and ensure that arriving staff are signing in.

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EMERGENCY OPERATIONS CENTER

Sectional Phone List

EOC SECTION	NUMBERS ARE CONFIDENTIAL
POLICY GROUP	
EOC FAX NUMBER	
OPERATIONS CHIEF	
Fire	
Police	
Public Works	
PLANNING	
Documentation	
LOGISTICS	
FINANCE	
PIO	
Media Center	
LIAISON	

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ORGANIZATION OF THE EMERGENCY OPERATIONS CENTER

STAFFING:

The Emergency Operations Center (EOC) staffing level includes: EOC Management supported by the Operations, Planning & Intelligence, Logistics, and Finance/Administration Sections. The Management contingent is headed by the EOC Director. The Management contingent may also include a Deputy EOC Director/EOC Manager and is directly supported by the Public Information Officer, Safety Officer, Security Officer and an outside Agency Liaison.

The Section Leaders manage each EOC Section with a general knowledge of the varied functions within his or her Section. Section Leaders are senior management personnel selected by the EOC Director. Sections are staffed with specialists with the commensurate skills, knowledge and abilities to adequately represent their respective counterparts in the field and/or departmental organizations.

Minimum staffing to activate the EOC will consist of the EOC Director, Operations, Planning & Intelligence, Logistics, Finance/Administrative Section Leaders (or designees). Minimum EOC staff is expected to have the EOC functional within one hour of notification.

OUTSIDE AGENCY REPRESENTATION

An outside Agency Liaison will directly support the EOC Director and furnish a direct conduit to and from EOC Management and the other outside agency liaisons assigned to the EOC. The outside agency liaisons will report to the EOC Liaison supporting the EOC Director and will be afforded support capabilities as available. In the event additional outside agency liaison positions are needed, they will be provided support capabilities in an ancillary location as close as practical to the EOC. Outside agency representatives assigned to the EOC will be able to communicate directly with EOC Sections as appropriate to facilitate collaborative emergency response activities.

Outside agency representatives will be expected to communicate protective action recommendations from the EOC to their respective constituencies and assist the City as appropriate to mitigate the affects of the emergency on the City's population and the public at large. Assistance could include the allocation of outside agency resources, implementation of mutual aid both inside and outside of the City's jurisdiction, and the provision of follow-on support activities.

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INFORMATION FLOW IN THE EMERGENCY OPERATIONS CENTER

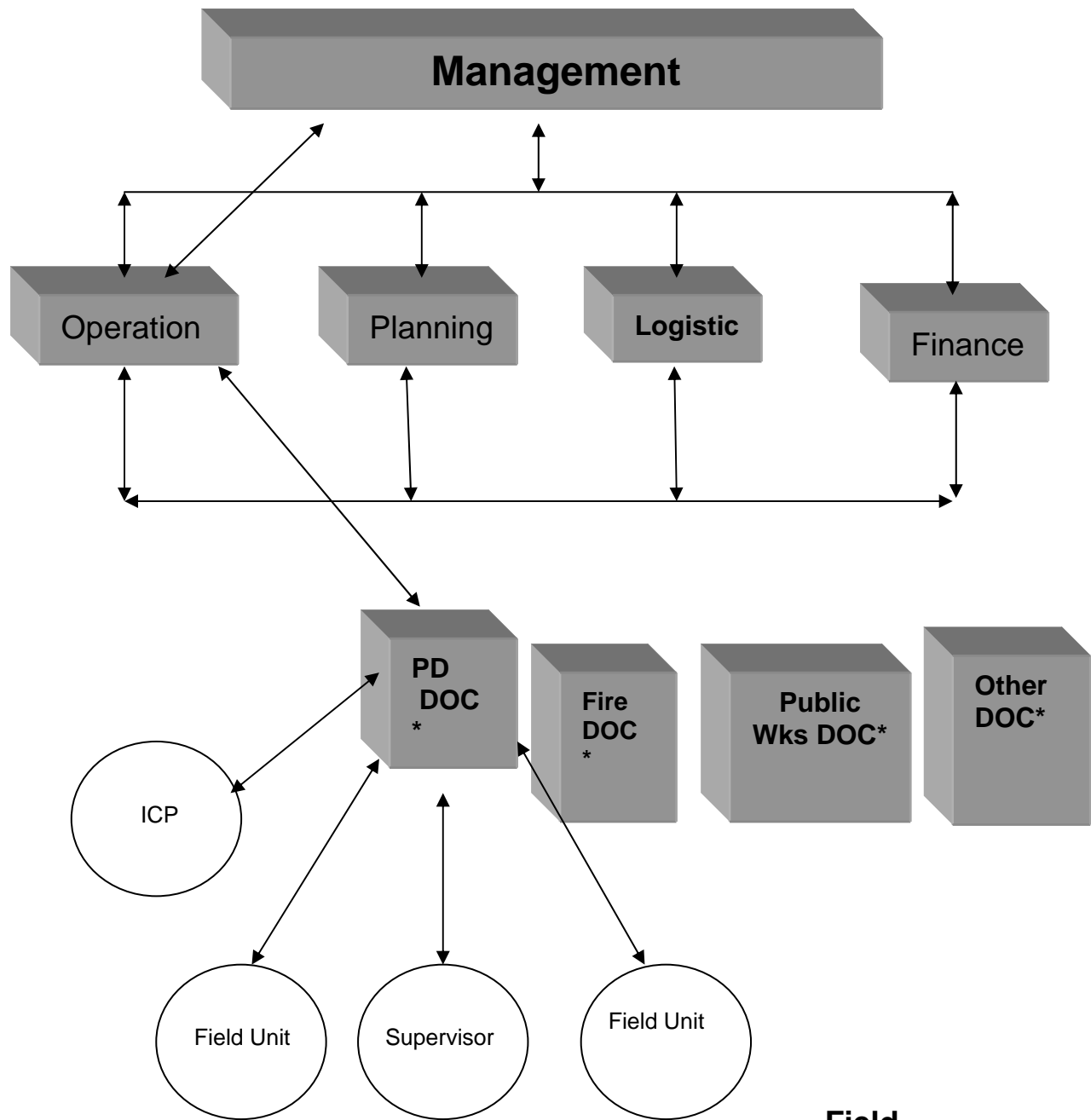
INFORMATION INTO THE EOC

The EOC will receive information by field Incident Commander/Command Post and/or Department Operating Centers (DOCs), Dispatch, radio, or telephone. See diagram on page 17.

METHOD OF TRANSMITTAL

1. The EOC will receive messages from the field incident commander, command post, or DOC.
2. The message will then be distributed to the proper EOC Sections. The information is then displayed on a white board and in RIMS; as necessary.
3. **All documents** are then forwarded / returned to Planning/Intelligence Unit for filing to assist with recovery.

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INFORMATION FLOW CHART

* = DOC's communicate with Operations Branches

Field Resources

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